Patricia Dunn

Director of Rooms

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SKILLS

- Rooms Division Operations
- Front Office
- Housekeeping Operations
- PMS
- Revenue Management
- Budgeting
- Labor Planning
- Excel
- Attention to Detail
- Communication Skills

EDUCATION

Bachelor of Science 05/2012

San Francisco State University

San Francisco, CA

Hospitality and Tourism Management

CERTIFICATES

Certified Hotel Administrator (CHA)

10/2020

American Hotel & Lodging Educational Institute

SUMMARY

Director of rooms with 14 years in hotel operations, now running front office, housekeeping operations and laundry for a 750-room San Francisco hotel. Leads 140 employees and an $11M rooms budget, sets PMS and front office standards, and works with revenue management and sales to grow RevPAR index and guest scores.

EXPERIENCE

Director of Rooms

05/2021 - Present

Embarcadero Bay Hotel — San Francisco, CA

Full-service hotel with 750 rooms and 50,000 square feet of meeting space.

- Direct front office, housekeeping and laundry teams totaling **140** employees through 5 department managers.
- Manage an $11M rooms division budget, lowering cost per occupied room 7% over 2 years through budgeting reviews.
- Partner with revenue and sales on pricing and overbooking rules, lifting the RevPAR index from 98 to 104.
- Standardized PMS room status and inspection workflows, cutting rooms-not-ready delays at check-in by 50%.

Front Office Manager

03/2017 - 04/2021

Union Square Pacific Hotel — San Francisco, CA

Hotel with 460 rooms serving business and leisure travelers.

- Managed 32 front desk, PBX and bell staff across 3 shifts.
- Increased upgrade revenue 60% to $520K a year through agent incentives.
- Restructured staffing after the 2020 closure and reopened with a 40% smaller team.

Assistant Director of Housekeeping

06/2012 - 02/2017

Nob Hill Crown Hotel — San Francisco, CA

Luxury hotel with 380 rooms.

- Oversaw 70 room attendants and inspectors cleaning about 320 rooms a day.
- Reduced linen costs 12% with a par-level tracking sheet in Excel.
- Trained 8 supervisors on room inspection standards with close attention to detail.